

DAFTAR PUSTAKA

- Aguinis, Herman. 2009. *Performance Management* 2nd Edition. New Jersey: Pearson Education.
- Berry, Lilly M., and John P. Houston. 1993. *Psychology At Work*. USA: Brown & Benchmark.
- Cloud, Henry. 2007. *Integritas : Keberanian Memenuhi Tuntutan Kenyataan*. Jakarta :PT Gramedia Pustaka Utama.
- Draft, R. L and Noe. R.A. 2001. *Organizational Behaviour, International edition*. USA: South-western Publishing.
- Deci, E & Ryan, R. 2000. *The What and Why of goal persuits: Human Needs and The Self Determination of Behaviour*. Psychological Inquiry.
- Dwiarta, I Made. 2010. *Pengaruh Karakteristik Pekerjaan dan Peluang Promosi terhadap Turnover intention melalui kepuasan kerja dan komitmen karyawan pada hotel bintang empat di Surabaya*. Fakultas Ekonomi dan Bisnis, Universitas Airlangga, Surabaya.
- Efendi, Hariandja, Marihat Tua. 2003. *Manajemen Sumber Daya Manusia*. Grasindo; Jakarta.
- Ferris, D. L., Lian, H., Brown, D. J., Pang, F. X. J., & Keeping, L. M. (2010). *Self-Esteem and job performance: the moderating role of selfesteemcontingencies*, Personnel Psychology, 63(3), 561-593.
- Gomez-Mejia, Louis R dkk. 2012. *Managing Human Resources*. USA: Pearson Education, Inc., publishing as Prentice Hall.
- Grobelna, Aleksandra. 2018. *Effects of individual and job characteristics on hotel contact employees' work engagement and their performance outcomes: A case study from Poland*", International Journal of Contemporary Hospitality Management.
- Gusnetti. 2014. *Faktor-faktor yang mempengaruhi kinerja karyawan pada PT Garuda Indonesia*. Pekanbaru.
- Hackman, J.R and Oldham. 1975. Development of *The Job Diagnostic Survey*. Journal of applied psychology. 60: 159-170.
- Hackman, JR & Oldham. GR 1974. *Survei diagnostik pekerjaan: Instrumen untuk diagnosipekerjaan dan evaluasi proyek desain ulang pekerjaan*. Departemen Ilmu Administrasi: Universitas Yale.
- Hackman J, Oldham G. *Motivation through the design of work: test of a theory*.Organizational Behaviour and Human Performance 1976; 16(2): 250-79.
- Hackman J, Oldham G. *Motivation through the design of work: test of a theory*.Organizational Behaviour and Human Performance 1976; 16 (2): 250-79.

- Hasibuan, Malayu S.P. *Manajemen Sumber Daya Manusia*, Cetakan Ketigabelas, Edisi Revisi, (PT. Bumi Aksara, Jakarta, 2009).
- Hellriegel, D. Dan Slocum. J. 2011. *Perilaku Organisasi, baratdaya (edisi ke 13)*. Mason, Ohio Thomson. AS: Cengage Learning.
- Hendryandi. 2015. Karakteristik Pekerjaan (Job Characteristic) Literature Review.
- Hertanto. 2019. Motivasi Kerja Karyawan (Herzberg's Two Factors Motivation Theory)
- Herzberg. F., Mausner, B., and Snyderman, B.B. 1959. *The Motivation To Work*. England. Willey International.
- Herzberg, F. 1987. *One More Time : How Do You Motivate Employee?*. Harvard Business Review. Vol. 65. Issue 5, P109-120.
- Johari, Johanim dkk. 2018. *Job Characteristic, employee well being, and job performance of public sector employees in Malaysia*. International Journal of Public sector management.
- Jawahar. I. M., & Dean, C. 2007. *Conscientiousness and contextual performance: The compensatory effects of perceived organizational support and leader-member exchange*. Journal of Managerial Psychology, 22(4), 330-349.
- John, O. P., Donahue, E. M., & Kentle, R. L. (1991). The Big-Five Inventory-Version 4a and 54. Berkeley, CA: Berkeley Institute of Personality and Social Research, University of California.
- Johnson, M. (2001), "Change in job values during the transition to adulthood", *Work and Occupations*, Vol. 28, pp. 315-45.
- Johnson, W., Jeff, D. E., Emily, H. A., Sarah, M. P., John, Kerri, F. (2008). *Modeling the Direct and Indirect Determinants of Different Types of Individual Job Performance*. United States Army Research Institute for the Behavioral and Social Sciences.
- Kahya, E. 2007. *The effects of job characteristics and working conditions on job performance*. International Journal of IndustrialErgonomics, 37, 515–523.
- Kanfer, R. 1991. Teori motivasi dan industri dan psikologi organisasi. Di MD Dunnette & LM Hough (Eds.), *Buku Pegangan industri dan organisasipsikologi nasional*, vol. 1: 75–170. Palo Alto, CA: Konsultasi Psikolog Pers
- Kalleberg, A.L. and Mastekaasa, A. (2001), "Satisfied movers, committed stayers. *The impact of job mobility on work attitudes in Norway*", *Work and Occupations*, Vol. 28, pp. 183-209.
- Kelidbari, Hamid Rezaei. 2016. *The role of ethical leadership on employee performance in Guilan University of medical sciences*. 3rd International Conference on New Challenges in Management and Organization: Organizationand Leadership, 2 May 2016, Dubai, UAE
- Kreitner, R & Kinicki, A. 2005. *Perilaku Organisasi*. Jakarta: Salemba Empat.

- Leonidou, LC, Palihawadana, D., & Theodosiou, M. (2006). *Model terintegrasi dari dimensi perilaku hubungan pembeli-penjual industri*. European Journal of Marketing, 40 (1/2), 145–173.
- Listia, Maya. 2019. *Analisa Pengaruh Motivasi, Inisiatif, Kompensasi, Pendidikan dan Pelatihan terhadap Rendahnya Kinerja Pemasaran PT Bank BRISYARIAH Tbk Kantor cabang Surabaya Diponegoro*. Fakultas Ekonomi dan Bisnis, Universitas Airlangga, Surabaya.
- Li, C.-H., & Chang, C.-M. (2016). *The influence of trust and perceived playfulness on the relationship commitment of hospitality online social network moderating effects of gender*. International Journal of Contemporary Hospitality Management, 28(5), 924–944.
- Malthis. 2006. *Manajemen Sumber Daya Manusia*. Salemba Empat. Jakarta.
- Mar'at, Sjaifullah. 1991. Dasar-dasar perilaku organisasi. Jakarta; LP3S.
- Mat Ali, dkk. 2014. *Hackman and Oldham's Job Characteristic Model to Job Satisfaction*. International Conference on Innovation, Management and Technology Research - Social and Behavioral Sciences 129 (2014) 46-52.
- McShane, Steven L., dan Mary Ann Von Glinow. 2010. *Organizational Behavior*. 4th Edition. New York: McGraw-Hill.
- Mehmood, N., Ahmad, U., Irum, S., & Ashfaq, M. (2015). Job Satisfaction, Affective Commitment, and Turnover Intentions among Front Desk Staff: Evidence from Pakistan. *International Review of Management and Marketing*, 305-309.
- Mottaz, C. 1996. *Gender Differences in Work Satisfactions, Work Related Rewards and Values and The Determinants of Work Satisfaction*. Human Relation 39.
- Mukul, A. Z.A., Rayhan, S. J., Hoque, F., dan Islam, F. 2013. *Job Characteristics Model Hackaman Oldham in Garment Sector in Bangladesh : A Case study at Savar Area in Dhaka District*. International Journal of Economics, Finance and Management Services, Vol. 1, No. 4, pp. 185-195.
- Pickford, H., & Joy, G. (2016). Organisational Citizenship Behaviours: Definitions and Dimensions. *Said Business School Research Paper*, 1-13.
- Piccolo, Ronald F. 2010. Transformational Leadership and Job Behaviors : The Mediating Role of Core Job Characteristics. Vol. 49, No. 2, 327-340.
- Potnuru, RKG, & Sahoo, CK (2016). Intervensi HRD, kompetensi karyawandan kinerja organisasi: Studi empiris. *Jurnal EropaPelatihan dan Pengembangan*, 40 (5), 345e365.
- Robbins, Stephen P. 2003. *Perilaku Organisasi*. Index. Jakarta.
- Robbins, Stephen P. (2007). *Perilaku Organisasi*. Jakarta: Salemba Empat.
- Robbins, Stephen P. (2006). Perilaku Organisasi. Edisi kesepuluh. Jakarta: PT Indeks Kelompok Gramedia.

- Rivai, Veithzal. 2009. *Manajemen Sumber Daya Manusia Untuk Perusahaan Dari Teori ke Praktik*. Jakarta; Raja Grafindo Persada.
- Shahzad, Kh., Sarmad, M., Abbas, M., & Amanullah Khan, M. (2011). *Impact of Emotional Intelligence (EI) On Employees Performance In telecom Sector Of Pakistan*. African Journal Of Business Management, 4, 1225-1231.
- Shani, A.B. Rami, dan James B. Lau. 2009. *Behavior in Organization an Experimental Approach*. International Edition. New York: McGraw Hill.
- Sugiyono. (2012). *Metode Penelitian Kuantitatif, Kualitatif, dan R&D*. Bandung: Alfabeta.
- Sunyoto, D. Teori, Kuesioner Dan Analisis Data Sumber Daya Manusia, (Yogyakarta: CAPS, 2012).
- Spector, PE & Jex, SM (1991). *Hubungan karakteristik pekerjaan dari berbagai sumber data dengan karyawan mempengaruhi, ketidakhadiran, niat berpindah dan kesehatan*. Jurnal Psikologi Terapan , 76, 46-53.
- Stephen. R. Covey. 2004. *The 8th Habit From Effectiveness to Greatness*. New York : Free Press. 297.
- Tafarodi. R & Swann, W. (1995). *Menghubungkan diri dan kompetensi diri sebagai dimensi harga diri global*. Validasi awal suatu tindakan. Jurnal Penilaian Kepribadian, 65 (2), 322e342.
- Uppal, Nishant. 2017. *Uncovering curvilinearity in the organizational tenure-job performance relationship: a moderated mediationmodel of continuance commitment and motivational job characteristics*. 22-23
- Utomo, Prasetyo Arix. 2012. "Pengaruh Karakteristik Individu dan Karakteristik Pekerjaan Terhadap Kinerja Karyawan Marketing Pada PT Bank Muamalat Indonesia Cabang Kediri". Fakultas Ekonomi dan Bisnis; Universitas Airlangga; Surabaya.
- Yang Di, Ren. 2015. *Locus of control, psychological empowerment and intrinsic motivation relation to performance*", Journal of Managerial Psychology, Vol. 30 Iss 4 pp.